

**CITY OF LOS ALTOS
POSITION CLASSIFICATION**

**OFFICE ASSISTANT I
OFFICE ASSISTANT II**

Definition: Under general supervision, provides a variety of routine to difficult clerical support to various City departments or divisions, which may include receptionist duties, typing, word processing, recordkeeping, filing, and computerized data entry.

Distinguishing Characteristics:

Office Assistant I: This is the entry-level class of this clerical series. Initially under close supervision, incumbents learn office and City procedures. As experience is gained, there is greater independence of action within established guidelines. Incumbents normally advance to the Office Assistant II level after two years of successful experience at the Office Assistant I level and demonstrating proficiency for performing Office Assistant II level work.

Essential Job Functions:

Duties may include, but are not limited to, the following:

1. Types correspondence, reports, forms, and specialized documents related to the functions of the department or division from drafts, notes, or brief instructions, using a personal computer or typewriter.
2. Proofreads and checks typed materials for accuracy, completeness, compliance with departmental policies, and correct English usage including grammar, punctuation, and spelling.
3. Enters and retrieves data using a personal computer, department-specific software following established formats.
4. Handles cash and access to financial records in accordance with established departmental and City policies procedures.
5. Prepares and updates a variety of reports, which may require the use of arithmetic calculations.
6. Maintains records and processes forms, such as time and leave records for departmental staff, personnel forms, purchase requisitions and orders, and others specific to the department or division.
7. Establishes and maintains office files.
8. Researches and compiles information from such files.
9. Acts as receptionist and receives and screens visitors and non-emergency telephone calls.
10. Provides factual information regarding City activities and functions.
11. Operates standard office equipment.

12. Opens and distributes interoffice and US mail, attaching back-up information.
13. Processes outgoing mail.
14. May access a centralized law enforcement database.
15. Performs other related duties as required.

Minimum Qualifications:

Knowledge of:

- Basic office practices and procedures, including filing and the operation of standard office equipment, including personal computers and related software.
- Correct English usage, including spelling, grammar and punctuation.

Skill in:

- Developing and maintaining effective working relationships with those contacted in the course of work.
- Understanding and carrying out oral and written instructions.
- Maintaining accurate records and files.
- Making accurate arithmetic calculations.
- Performing detailed clerical work accurately.
- Operating a personal computer and in using related software.

Ability to:

- Rapidly learn the specific procedures and terminology of the organization unit to which assigned.

Experience and Education Guidelines:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to graduation from high school.

OFFICE ASSISTANT II

Definition: Under general supervision, provides a variety of routine to difficult clerical support to various City departments or divisions, which may include receptionist duties, typing, word processing, recordkeeping, filing, and computerized data entry.

Distinguishing Characteristics:

Office Assistant II: This is the journey-level class of this series, fully competent to perform a variety of clerical support duties. All positions are characterized by the availability of supervision in non-routine circumstances. Specific duties, including the amount of typing, will vary with the department or division to which assigned. May act as a lead over an Office Assistant I incumbent.

Essential Job Functions:

Duties may include, but are not limited to, the following:

16. Types correspondence, reports, forms, and specialized documents related to the functions of the department or division from drafts, notes, or brief instructions, using a personal computer or typewriter.
17. Proofreads and checks typed materials for accuracy, completeness, compliance with departmental policies, and correct English usage including grammar, punctuation, and spelling.
18. Enters and retrieves data using a personal computer, department-specific software following established formats.
19. Handles cash and access to financial records in accordance with established departmental and City policies procedures.
20. Prepares and updates a variety of reports, which may require the use of arithmetic calculations.
21. Maintains records and processes forms, such as time and leave records for departmental staff, personnel forms, purchase requisitions and orders, and others specific to the department or division.
22. Establishes and maintains office files.
23. Researches and compiles information from such files.
24. Acts as receptionist and receives and screens visitors and non-emergency telephone calls.
25. Provides factual information regarding City activities and functions.
26. Operates standard office equipment.
27. Opens and distributes interoffice and US mail, attaching back-up information.
28. Processes outgoing mail.
29. May access a centralized law enforcement database.

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30. Performs other related duties as required.

Minimum Qualifications:

In addition to the minimum qualifications for Office Assistant I:

Knowledge of:

- Business letter writing and the standard format for typed materials.
- Policies and procedures related to the department or division to which assigned.
- Basic business data processing principles.

Skill in:

- Organizing and maintaining office files.
- Composing routine correspondence from brief instructions.
- Using initiative and sound judgment within established guidelines.
- Prioritizing work and coordinating several activities.
- Communicating tactfully and effectively with the public, including interpreting and applying detailed rules and regulations.

Ability to:

- Rapidly learn the specific procedures and terminology of the organization unit to which assigned.

Experience and Education Guidelines:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Two years of general clerical or office assistance experience.

Desirable Experience: Experience which will have provided knowledge of the department to which assigned is desirable.